



JOB DESCRIPTION

Title: **RECEPTIONIST**
Department: City-wide
Class Code: 6690
FLSA Status: Non-Exempt
Effective Date: July 1, 1995 (Rev. 10/00)
Grade Number: 5

GENERAL PURPOSE

Under general supervision from an administrative superior performs entry level routine filing, computer work, and receptionist duties.

EXAMPLE OF DUTIES

- *-- Answers telephone, directing calls to appropriate staff members.
- *-- Takes accurate messages and dispatches appropriate information to staff and other departments.
- *-- Greets public and answers questions or refers to appropriate staff or departments; performs counter work to include issuing various permits, etc.
- *-- Files and does data entry as necessary.
- *-- May close out cash and reports at end of day.
- Prepares some letters and documents via word processing.
- Perform related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience

- High school graduation with course work in typing, filing, and general office procedure and six (6) months related experience, or any equivalent combination of education and experience.

- Preference given to those with experience in the use of word processing and a typing speed of 40 net words per minute or better.

Necessary Knowledge, Skills and Abilities

- Working knowledge of data entry into the computer, and knowledge of telephone etiquette.
- Ability to establish and maintain effective working relationships with employees and the public; ability to communicate effectively, verbally and in writing; ability to follow written and verbal instructions.

TOOLS & EQUIPMENT USED

- Personal computer, including word processing software; phone; copy and fax machine.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit and talk or hear; use hands to finger, handle, or operate objects, tools or controls; and reach with hands and arms. The employee is occasionally required to walk.
- The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed primarily in an office setting. The noise level in the work environment is usually quiet.

DEPT/DIVISION APPROVED BY: _____ DATE: _____

EMPLOYEE'S SIGNATURE: _____ DATE: _____

H. R. DEPT. APPROVED BY: _____ DATE: _____

*Essential functions of the job.